

IN THE CLAIMS:

Please cancel Claims 1, 11, 21-27, and 29-39, without prejudice, and please add new Claims 40-59 as provided in the following Listing of Claims:

Listing of Claims:

Claims 1-39. (Canceled)

Claim 40. (New) An apparatus, comprising:

a memory device for storing at least one of vehicle diagnostic information, vehicle repair information, vehicle maintenance information, and vehicle servicing information;

a receiver associated with a web site, wherein the receiver receives a request for information regarding at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, regarding a vehicle, wherein the request for information is transmitted to the receiver from a first communication device associated with a user, wherein the first communication device is located at a location remote from the vehicle and remote from the apparatus, and further wherein the

request for information is transmitted to the receiver on or over at least one of the Internet and the World Wide Web;

a processing device associated with the web site, wherein the processing device is located at a location remote from the vehicle and remote from the first communication device, wherein the processing device processes the request for information regarding the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, wherein the processing device generates a message containing information regarding at least one of a diagnosis and a repair regarding the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, and wherein the message also contains information regarding at least one of a service provider, a repair facility, a dealer, a parts provider, an accessory provider, a warranty provider, and an insurance provider, for at least one of repairing and paying for a repair of the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, and further wherein the message contains a link or a hyperlink to at least one of a service provider computer or communication device, a repair facility computer or communication device, a dealer computer or communication device, a parts provider computer or communication device, an accessory provider

computer or communication device, a warranty provider computer or communication device, and an insurance provider computer or communication device; and

a transmitter associated with the web site for transmitting the message to the first communication device or to a second communication device associated with the user.

Claim 41. (New) The apparatus of Claim 40, wherein at least one of the first communication device and the second communication device is a wireless device.

Claim 42. (New) The apparatus of Claim 40, wherein at least one of the first communication device and the second communication device is a personal computer or a home computer.

Claim 43. (New) The apparatus of Claim 40, wherein at least one of the first communication device and the second communication device is at least one of a personal communication device, a personal digital assistant, a telephone, a digital telephone, a display telephone, a video telephone, a videophone, and a 3G telephone.

Claim 44. (New) The apparatus of Claim 40, wherein at least one of the first communication device and the second communication device is an interactive television.

Claim 45. (New) The apparatus of Claim 40, wherein the message contains a diagnosis or a list of potential diagnoses regarding the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair.

Claim 46. (New) The apparatus of Claim 40, wherein the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, involves a body work repair or structural damage.

Claim 47. (New) The apparatus of Claim 40, wherein the message contains information regarding at least one of a repair procedure, a maintain procedure, and a servicing procedure, and further wherein the message contains video material and audio material.

Claim 48. (New) The apparatus of Claim 40, wherein the apparatus is programmed to receive or to obtain information transmitted from or uploaded from a vehicle computer located at

the vehicle, and further wherein the processing device is programmed to perform a diagnostic check regarding the vehicle.

Claim 49. (New) The apparatus of Claim 48, wherein the apparatus is programmed to perform periodic diagnostic checks regarding the vehicle.

Claim 50. (New) The apparatus of Claim 48, wherein the processing device generates a second message, wherein the second message contains information regarding at least one of a repair, a maintenance procedure, and a servicing procedure, determined to be needed on the vehicle based on the diagnostic check, and further wherein the apparatus transmits the second message to at least one of the first communication device and the second communication device.

Claim 51. (New) The apparatus of Claim 40, wherein the processing device generates a second message, wherein the second message contains information regarding a scheduled maintenance reminder regarding the vehicle, and further wherein the apparatus transmits the second message to at least one of the first communication device and the second communication device.

Claim 52. (New) The apparatus of Claim 40, wherein the processing device generates a second message, wherein the second message contains information regarding at least one of the request and the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, and further wherein the apparatus transmits the second message to at least one of a service provider computer or communication device, a repair facility computer or communication device, and a dealer computer or communication device.

Claim 53. (New) The apparatus of Claim 40, wherein the message also contains a schedule or scheduling information regarding at least one of a dealer, a service provider, a service technician, and a mechanic.

Claim 54. (New) The apparatus of Claim 53, wherein the processing device processes information regarding a user at least one of reserving, engaging, and requesting, a service or services of the at least one of a dealer, a service provider, a service technician, and a mechanic, via the apparatus based on the schedule or scheduling information.

Claim 55. (New) The apparatus of Claim 53, wherein the processing device generates a second message containing

information regarding the user at least one of reserving, engaging, and requesting, a service or services of the at least one of a dealer, a service provider, a service technician, and a mechanic, and further wherein the apparatus transmits the second message to a computer or communication device associated with the at least one of a dealer, a service provider, a service technician, and a mechanic.

Claim 56. (New) The apparatus of Claim 53, wherein the processing device processes a financial transaction between the user and the at least one of a dealer, a service provider, a service technician, and a mechanic.

Claim 57. (New) The apparatus of Claim 53, wherein the processing device processes information regarding a purchase of an option for a service or services of the at least one of a dealer, a service provider, a service technician, and a mechanic.

Claim 58. (New) An apparatus, comprising:

a memory device for storing at least one of vehicle diagnostic information, vehicle repair information, vehicle maintenance information, and vehicle servicing information;

a receiver associated with a web site, wherein the receiver receives a request for information regarding at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, regarding a vehicle, wherein the request for information is transmitted to the receiver from a first communication device associated with a user, wherein the first communication device is located at a location remote from the vehicle and remote from the apparatus, and further wherein the request for information is transmitted to the receiver on or over at least one of the Internet and the World Wide Web;

a processing device associated with the web site, wherein the processing device is located at a location remote from the vehicle and remote from the first communication device, wherein the processing device processes the request for information regarding the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, wherein the processing device generates a message containing information regarding at least one of a diagnosis and a repair regarding the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, and wherein the message also contains information regarding at least one of a service provider, a repair facility, a dealer, a parts



provider, an accessory provider, a warranty provider, and an insurance provider, for at least one of repairing and paying for a repair of the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, and a schedule or scheduling information regarding at least one of a dealer, a service provider, a service technician, and a mechanic, and further wherein the message also contains a link or a hyperlink to at least one of a service provider computer or communication device, a repair facility computer or communication device, a dealer computer or communication device, a parts provider computer or communication device, an accessory provider computer or communication device, a warranty provider computer or communication device, and an insurance provider computer or communication device; and

a transmitter associated with the web site for transmitting the message to the first communication device or to a second communication device associated with the user.

Claim 59. (New) An apparatus, comprising:

a memory device for storing at least one of vehicle diagnostic information, vehicle repair information, vehicle maintenance information, and vehicle servicing information;

a receiver associated with a web site, wherein the receiver receives a request for information regarding at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, regarding a vehicle, wherein the request for information is transmitted to the receiver from a first communication device associated with a user, wherein the first communication device is located at a location remote from the vehicle and remote from the apparatus, and further wherein the request for information is transmitted to the receiver on or over at least one of the Internet and the World Wide Web;

a processing device associated with the web site, wherein the processing device is located at a location remote from the vehicle and remote from the communication device, wherein the processing device processes the request for information regarding the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, wherein the processing device generates a first message containing information regarding at least one of a diagnosis and a repair regarding the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, and wherein the first message also contains information regarding at least one of a service provider, a repair facility, a dealer, a parts

provider, an accessory provider, a warranty provider, and an insurance provider, for at least one of repairing and paying for a repair of the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, and further wherein the first message contains a link or a hyperlink to at least one of a service provider computer or communication device, a repair facility computer or communication device, a dealer computer or communication device, a parts provider computer or communication device, an accessory provider computer or communication device, a warranty provider computer or communication device, and an insurance provider computer or communication device, and further wherein the processing device generates a second message containing information regarding the request for information regarding the at least one of a vehicle problem, a vehicle malfunction, and a vehicle state of disrepair, regarding the vehicle; and

a transmitter associated with the web site, wherein the transmitter transmits the first message to the first communication device or to a second communication device associated with the user, and further wherein the transmitter transmits the second message to at least one of a service provider computer or communication device, a repair facility

computer or communication device, and a dealer computer or communication device.